



JOB DESCRIPTION

Position Title: **Veteran Service Officer**

Class Code: 5801
2002

Exempt

EEO Code: 02

Effective Date: August 30,

Major Function

Administrative and supervisory work directing the Veteran Service Office.

Essential Functions

Note: These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is a logical assignment to the position.

Advises and assists veterans and/or their dependents in presenting claims for disability compensation, death, or injury insurance, educational benefits, and other claims for benefits which they may be entitled to under federal, state, and/or local statutes.

Prepares claim forms and briefs and assembles pertinent information to establish the validity of the claim; contacts doctors and other individuals to furnish pertinent affidavits and evidence for individual claimants.

Represents veterans before various officials as necessary to establish veteran's claim.

Makes presentations too civic and veterans groups as necessary.

May contact employers relative to employment opportunities for disabled veterans.

Initiates and effectively recommends, for final approval by the Department Director, hiring, termination, performance evaluations, disciplinary and/or commendatory actions of assigned personnel.

Prepares division budget and controls expenditures from the approved operating budget.

Performs other duties as assigned or as may be necessary.



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Minimum Qualifications

Through knowledge of the laws, rules, and regulations governing veteran's benefits under federal and state statutes. Through knowledge of Title 38 of the U.S. Code. Knowledge of Business English, spelling, and basic bookkeeping.

Ability to exercise sound judgment in counseling and in assisting with the solution of veteran's problems. Ability to interpret various federal and state statutes related to veteran's affairs. Ability to establish and maintain effective working relationships with veterans, their dependents, civic groups, and the general public. Ability to organize and supervise the work of subordinates. Ability to communicate effectively both orally and in writing. Ability to prepare and make oral presentations to a variety of special groups.

Associates Degree in related field and two (2) years' experience as a veteran's counselor, veteran's representative or other official capacity with the primary responsibility for assisting veterans and dependents in acquiring benefits.

Must meet the eligibility requirements for appointment as a Veteran Service Officer in accordance with Florida Statute 292.11 (1), i.e., a veteran who served as a member of the Armed Forces of the United States during a period of war as defined in Title 38, United States Code.

Incumbent must attend a special training school provided by the Florida Department of Veteran's Affairs (FDVA) and must receive certification by that Department as a County Veteran Service Officer within a time frame as specified by the department director.

A comparable amount of education, training, or experience may be substituted for the minimum qualifications.

Working Conditions

The work environment for this position is an office setting. Incumbents perform most duties sitting at a desk, table or workstation. Incumbent has regular exposure to electrical and radiant energy found in the work environment.